CLAIMS

1. A method for providing backup data utilizing a remote maintenance system comprising:

acquiring claim information;

generating a necessary backup data item from the claim information; and

accessing a product of a user through a network and acquiring information corresponding to the backup data item from the product of the user.

2. The method according to claim 1, further comprising:

notifying the information acquired from the product of the user to an equipment owned by a person in charge of measures against claims.

3. The method according to claim 1, wherein the product of the user is a product which is an object of claim.

4. The method according to claim 1, wherein the product of the user is a product of another user of a same model as that of a product which is an object of claim.

5. The method according to claim 1, wherein the product of the user is a product which is an object of claim and a product of another user of a same model as that of the product which is the object of claim.

6. The method according to claim 4, further comprising:

analyzing the information acquired from the product of the user and generating an average value of each backup data item.

7.   The method according to claim 5, further comprising:

analyzing the information acquired from the product of another user of the same model as that of the product which is an object of claim and generating an average value of each backup data item.

8.   The method according to claim 1, wherein the backup data item includes a number of copies.

9.   The method according to claim 1, wherein the backup data item includes a number of copies in each paper feed stage.

10.   The method according to claim 1, wherein the backup data item includes an image concentration measurement value.

11.   The method according to claim 1, wherein the backup data item includes an exposure set value.

12.   The method according to claim 1, wherein the backup data item includes an automatic concentration adjustment set value.

13.   The method according to claim 1, wherein the backup data item includes a drum charge adjustment set value.

14.   The method according to claim 1, wherein the backup data item includes a network environment.

15. A system for providing backup data utilizing a remote maintenance system comprising:

a claim information acquiring section which acquires claim information;

5 an item generating section which generates a necessary backup data item from the claim information; and

an information acquiring section which accesses a product of a user through a network and acquires

10 information corresponding to the backup data item from the product of the user.

16. The system according to claim 15, further comprising:

a notifying section which notifies the information

.15 acquired from the product of the user to an equipment owned by a person in charge of measures against claims.

17. The system according to claim 15, wherein the product of the user is a product which is an object of claim.

20 18. The system according to claim 15, wherein the product of the user is a product of another user of a same model as that of a product which is an object of claim.

19. The system according to claim 15, wherein the

25 product of the user is a product which is an object of claim and a product of another user of a same model as that of the product which is the object of claim.

20. The system according to claim 18, further comprising:

an average generating section which analyzes the information acquired from the product of the user and generates an average value of each backup data item.

21. The system according to claim 19, further comprising:

an average generating section which analyzes the information acquired from the product of another user of the same model as that of the product which is the object of claim and generates an average value of each backup data item.

22. A computer program product for providing backup data utilizing a remote maintenance system comprising:

a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means comprising:

computer readable program code means for acquiring claim information;

computer readable program code means for generating a necessary backup data item from the claim information; and

computer readable program code means for accessing a product of a user through a network and acquiring information corresponding to the backup data item from

the product of the user.

23. The computer program product according to claim 22, wherein said computer-readable program code means further comprising:

5   computer readable program code means for notifying the information acquired from the product of the user to an equipment owned by a person in charge of measures against claims.

24. The computer program product according to
10   claim 22, wherein the product of the user is a product which is an object of claim.

25. The computer program product according to claim 22, wherein the product of the user is a product which is an object of claim and a product of another
15   user of a same model as that of a product which is an object of claim.

26. The computer program product according to claim 24, wherein said computer-readable program code means further comprising:

20   computer readable program code means for analyzing the information acquired from the product of the user and generating an average value of each backup data item.

27. The computer program product according to claim 25, wherein said computer-readable program code means further comprising:

       computer readable program code means for analyzing

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the information acquired from the product of another user of the same model as that of the product which is the object of claim and generating an average value of each backup data item.